

COMOMAGINST 1770.1H
01
15 May 03

COMOMAG INSTRUCTION 1770.1H

Subj: COMOMAG PERSONNEL CASUALTY ASSISTANCE PROGRAM

Ref: (a) MILPERSMAN 1770-010, 1770-020, 1770-030, 1770-040,
1770-050, 1070-060, 1770-070, 1770-080, 1770-090,
1770-100, 1070-110, 1770-120, 1770-140, 1770-150,
1770-160, 1070-170, 1770-180, 1770-190, 1770-200,
1770-210, 1070-220, 1770-230, 1070-240, 1770-250
(b) BUPERSINST 1770.3
(c) NAVMEDCOMINST 5360.1

Encl: (1) CACO Point of Contact (POC) Information
(2) Procedures for COMOMAG Watchstanders

1. Purpose. To promulgate coordination responsibilities when a personnel casualty occurs and provide guidance to personnel appointed as Casualty Assistance Calls Officers (CACOs).

2. Cancellation. COMOMAGINST 1770.1G. This instruction is a major revision and should be read in its entirety.

3. Background. Reference (a) establishes the requirements, guidelines and procedures to be used when personnel casualties occur. References (b) and (c) provides guidance for the command's Casualty Assistance Calls Officer (CACO). This instruction is intended to provide basic familiarization with U.S. Navy personnel casualty reporting procedures.

4. Definitions

a. Casualty

(1) A casualty is broadly defined as a person whose services are lost to the Navy due to:

(a) Serious illness or a very serious injury (SI/VSI).

(b) Wounds received in action (WIA) whether serious or not.

(c) Physical absence and unaccounted for; where it cannot be immediately determined if the absence is voluntary or involuntary, i.e., a member's status is so uncertain that the Commanding Officer/Officer-in-Charge must first gather and evaluate the facts to make a proper determination. Such members should initially be reported in an interim category of "duty status - whereabouts unknown (DUSTWUN). Do not use DUSTWUN to account for personnel who appear to be unauthorized absence (UA) rather than a casualty.

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(d) Missing, including missing in action (MIA), interned or detained in a foreign country and captured, beleaguered or besieged by a hostile force.

(e) Death (not suicides). Refer MILPERSMAN 1770-120.

(2) Casualties may also include families of Navy members on active duty or qualified civilian Navy employees and their family members in a foreign country who are unaccounted for and will be reported together with a complete account of the circumstances surrounding their disappearance or death.

b. Casualty Assistance Calls/Funeral Honors Support (CAC/FHS) Program Coordinator.

(1) The Casualty Assistance Calls/Funeral Honors Support (CAC/FHS) Program Coordinator is responsible for overall coordination of the Casualty Assistance Calls Program (CACP). He/she is to ensure the CACP is carried out in an orderly and timely fashion with effective and expedient communication among the numerous naval commands, civil and other government representatives.

(2) NAVPERSCOM has developed a training program that should be presented as often as necessary to ensure an adequate number of trained CACOs are available. The CAC/FHS Program Coordinators have overall responsibility for the training and for coordinating it.

(3) The CAC/FHS Program Coordinators are divided by region. A listing of all CAC/FHS Program Coordinators is provided in Appendix A-4 of reference (b). COMOMAG falls under the Mid-West Region. Each MOMAU/MOMAD CACO should have a current telephone listing for and be in contact with their specific regional CAC/FHS Program Coordinator.

c. Casualty Assistance Calls Program (CACP). The Casualty Assistance Calls Program (CACP) Manual, reference (b), gives instructions and guidance principally to the CACO who personally contacts the next of kin when a member is reported dead or missing. It gives information concerning the following:

- (1) Personal notification
- (2) Funeral Arrangements
- (3) Memorial Services
- (4) Immediate Financial Assistance
- (5) Completion and submission of claims by dependents
- (6) Disposition of personal property

(7) Dependent escorts

(8) Health benefits programs

(9) Other benefits and assistance that is available to survivors

d. Casualty Assistance Calls Officer (CACO). The Casualty Assistance Calls Officer (CACO) is the Secretary of the Navy's official representative to assist the family members during a difficult period in their lives. Once a CACO is assigned this responsibility, it will normally become his/her primary duty and takes precedence over all other assigned duties. Specific guidelines, requirements and responsibilities of the CACO are discussed below.

The command CACO provides assistance to military members, the scope of the program is also extended to GS civilian personnel. Per reference (b), chapter 1, paragraph 1-5, the CACO will personally notify the NOK of the civilian employee death, to assure them of the Navy's interest in their great loss. Death reporting and notification of KON procedures are defined in chapter 2, section 2-6.

e. Duty Status - Whereabouts Unknown (DUSTWUN)

(1) Duty Status - Whereabouts Unknown (DUSTWUN): A transitory casualty status, applicable only to military personnel, that is used when the responsible MOMAD/MOMAU CO/OIC suspects the member may be a casualty whose absence is involuntary, but does not feel sufficient evidence currently exists to make a definite determination of missing or deceased.

(2) Missing: The casualty is not present at the member's duty location due to apparent involuntary reasons and whose location is unknown.

f. Illness/Injury. Per MILPERSMAN 1770-080, an illness or injury is defined as follows:

(1) Terminal ill: As diagnosed by an Armed Forces Medical Officer

(2) Seriously ill or seriously injured: A casualty whose illness or injury is of such severity that there is cause for immediate concern but there is no imminent danger of loss of life.

(3) Very seriously ill or very seriously injured (imminent danger of loss of life): A casualty whose illness or injury is of such severity that the member is not medically expected to survive the immediate 24 hours or whose death is presumed to occur within two weeks.

g. Members of the Navy. The following categories of personnel are defined as "members of the Navy". This list is not all-inclusive. For additional information, refer MILPERSMAN 1770-010.

(1) Personnel on active duty, active for training, inactive duty training, or traveling directly en route to or from such duty at the time the individual becomes a casualty.

(2) Members of the Regular Navy or Naval Reserve who die after discharge or release from active duty while a patient in a U.S. Government hospital, provided hospitalization has been continuous from date of discharge/release from active duty to the date of death.

(3) Retired members of the Regular Navy or Naval Reserve who die while a patient in a U.S. Government hospital provided they became a patient in such hospital while serving on active duty for a period of more than 30 days and continue as a patient through the date of death.

(4) Individuals who die en route directly to their home after discharge or release from a period of active duty.

(5) Members or former members of the Navy who die during the 120-day period beginning the day following the date of discharge or release from active duty, active duty training or inactive duty training, transfer from drilling status to Not Physically Qualified (NPQ) or Records Review Status.

(6) Members of the Naval Reserve who die while in an active duty status. This includes those members who may be required to perform at least 12 regularly scheduled drills (pay or non-pay status) each year that are creditable for retirement purposes. Refer to MILPERSMAN 1770-040 to report the death.

(7) Members of the Fleet Reserve or a retired member of the Regular Navy or Naval Reserve who die while in an inactive duty status and while entitled to receive retainer/retired pay.

h. Naval Disaster. Per MILPERSMAN 1770-100, a naval disaster or accident is defined as a loss of life or injury to more than 15 persons at a specific location, such as the confines of a ship, aircraft, or the geographic limits of a single shore-based activity. The immediate problems in a major disaster are the saving of lives, evacuation of casualties, damage control and the safety of the ship or installation.

i. Next of Kin (NOK). The terms "primary next of kin" (PNOK) and "secondary next of kin" (SNOK) are defined for the purpose of determining the person(s) who will decide the disposition of remains. The eligible beneficiary(ies) for survivor benefits is not based upon

a PNOK/SNOK determination. In addition, the recipient of personal effects is not based upon a PNOK/SNOK determination. This definition is not all-inclusive. For more specific guidance, refer MILPERSMAN 1070-010.

(1) Next of kin includes the spouse, minor children residing outside the immediate household of the member, and parents. If the member does not have a spouse, adult children will be considered next of kin. Brothers and sisters will only be considered next of kin if the member has no spouse, children or parents.

(2) Primary next of kin (PNOK) is a legal spouse; or if no spouse, the eldest child over the age of majority (including a child or children by a prior marriage). If no child is over the age of majority, then the member's father or mother; if none of these, then the eldest sibling, or other blood relative, in that order. If the member's parents divorced or separated after the member's entry into the service and neither parent had legal custody, the parent with whom the member last resided prior to entry into the service is the PNOK.

(3) Secondary next of kin (SNOK) include minor children who reside outside the immediate household of the member; parents (if not PNOK); and anyone named on NAVPERS 1070/602, Dependency Application/Record of Emergency Data; or DD 93, Record of Emergency Data; as beneficiary for Servicemen's Group Life Insurance, death gratuity or unpaid pay and allowance. If the member has no spouse, the eldest adult child is the PNOK and all other children are SNOK. Brothers and sisters are next of kin only if the member has no spouse, children or parents, or if designated as a beneficiary. Not everyone will have a SNOK.

j. Personnel Casualty Reports. The system used to officially reports a personnel casualty. In most cases, personnel casualty reports are forwarded via an immediate precedence message.

k. Suicide. For clarification of reporting requirements, the following definitions are provided:

(1) Suicide: Intentional, self-induced death.

(2) Suicide attempt: An intentional act, causing physical self-harm, where death would have occurred without the direct intervention of another individual.

(3) Suicide gestures: An intentional act, suggesting a cry for help, causing physical self-harm or the intent to cause physical self-harm that would not cause the death of the individual.

a. Casualty reports

(1) Per MILPERSMAN 1770-010, A personnel casualty report is required on:

- (a) Members of the Navy
- (b) Certain former members
- (c) Certain Navy family members
- (d) Other members of the armed forces and civilians serving with or attached to Navy commands
- (e) Individuals so incapacitated as to be unable to communicate with their next of kin (irrespective of the condition) (1770-010)

(2) Reporting Requirements. The member's CO/OIC will submit a personnel casualty report by immediate precedence message within four hours of the casualty. If a casualty occurs to a member while away from the their command, the local Navy activity apprised of the circumstances will verify the casualty and, by immediate precedence message, notify the member's command and Navy Personnel Command (NAVPERSCOM) (PERS 621). The Judge Advocate General (JAG), Chief, Bureau of Medicine and Surgery (BUMED), the officer in charge of the Naval Health Care Support Office, and the line commander of the area where in the casualty occurred should be information addressees.

(3) Casual Report Message Addressees. Refer MILPERSMAN 1770-010 for a complete listing of the casualty report message addressees.

(4) Casualty Report Status. Personnel casualty reports will list members in one of the following statuses:

- (a) Deceased
- (b) Duty Status - Whereabouts Unknown (DUSTWUN)
- (c) Missing (including missing in action, interned, detained, or captured
- (d) Seriously ill or injured (SI)
- (e) Very seriously ill or injured (VSI)
- (f) Incapacitating illness or injury III)

(5) Contents of the casualty report. Specific guidance on what should be included in the casualty report is provided in

MILPERSMAN 1770-030. See below for specific requirements for specific types of casualties.

(6) Specific types of casualty reports and their references:

(a) Terminally Ill, Seriously Ill/Very Seriously Ill/Injured Personnel. Refer MILPERSMAN 1770-080.

(b) Duty Status - Whereabouts Unknown (DUSTWUN) or Missing Status. Refer MILPERSMAN 1770-020.

(c) Suicide

1 Suicides will be reported via MILPERSMAN 1770-010.

2 Suicide attempts or gestures will be reported via MILPERSMAN 1770-080.

NOTE: After NAVPERSCOM receives a personnel casualty report, Report Control Symbol 1770-4, NAVPERSCOM will contact the member's parent command to obtain specific supplemental information used to compile suicide epidemiological data.

(d) Gestures and Other Unique Situations. Per MILPERSMAN 1770-090, a casualty report will be submitted on members who:

1 Suffer psychotic or other serious psychiatric disorders.

2 Suffer major amputations or disfigurements.

3 Sustain extensively diminished vision or hearing.

(e) Joint Service Disaster. Refer MILPERSMAN 1770-110.

(f) Naval Reserve. Refer MILPERSMAN 1770-040.

(g) Death of Members of the Fleet Reserve and Retired Members of the Navy who are receiving Retired Pay. The death of members of the Fleet Reserve and retired members of the Navy who are receiving retired pay, including members whose names are on the Temporary Disability Retired List/Permanent Disability Retired List, must be reported to the Defense Finance and Accounting Service - Cleveland Center (DFAS-CL). Refer MILPERSMAN 1770-050.

(h) Death of Naval Dependents. MILPERSMAN 1770-250 provides procedures for reporting the death of a service member's dependent when covered by Family Servicemembers' Group Life Insurance (SGLI).

b. Notification of Next of Kin. Notification to the next of kin procedures varies depending on the type of personnel casualty that has occurred. Check the reference for specific guidance.

(1) Terminally Ill, Seriously/Very Seriously Ill/Injured Members. MILPERSMAN 1770-070 delineates which command is responsible for notifying the next of kin.

(2) In the case of Death, Missing, or "Duty Status - Whereabouts Unknown" (DUSTWUN) Casualties. Refer MILPERSMAN 1770-170.

(3) Depending on the Location of the Casualty. MILPERSMAN 1770-180 provides specific guidance on notifying the next of kin, depending on the casualty occurring on board a ship that is operating at sea, occurs outside of CONUS or in CONUS.

(4) Naval Disaster. If only Navy personnel are involved in the incident, to ensure NAVPERSCOM can notify the next of kin before they learn of the disaster unofficially, all COs/OIC will send a message report of the highest precedence consistent with operational demands to Chief of Naval Operations (information copy to NAVPERSCOM and the Judge Advocate General) listing the rank/rate, name, branch of service, social security number, and status of all personnel involved who are dead, missing, duty status - whereabouts unknown, or injured. Refer MILPERSMAN 1770-100.

(5) When Personal Notification Cannot be Made. When personal notification cannot be made, refer to MILPERSMAN 1770-190. EXCEPTION: Under no circumstances will notification of death be made by telephone when referring to DUSTWUN, unless a previous arrangement has been made between the family and the attending physician (see MILPERSMAN 1770-170).

c. Commanding Officer's Letter to Next of Kin. Refer MILPERSMAN 1770-140 for specific guidance regarding what should be included in a CO's letter of condolence.

(1) The MOMAU/MOMAD COs/OIC will write a letter of condolence to the next of kin within 48 hours of an active duty service member's death. Once the Casualty Assistance Calls Officer has made notification of the primary next of kin, the deceased member's CO/OIC must either personally telephone or visit the primary next of kin. If the member was in transit at the time of the casualty, it is the responsibility of the CO/OIC under whom they last served to ensure the next of kin are provided with the letter of condolence.

(2) Guidelines must be observed with preparing the letter of condolence. Extreme caution must be exercised when reporting the facts surrounding the death. The facts must be consistent with official reports. Ensure this information conforms with the findings of any court of board that may be convened.

(3) When an investigation is being conducted, the letter should advise the next of kin that Navy investigations and their review by the chain of command normally takes at least 120 days to complete, and may exceed 180 days. Advise the next of kin of the name

and mailing address of the command that will review and release the investigation.

(4) Suggested content of a letter of condolence. See a sample letter of condolence in MILPERSMAN 1770-140.

(5) If the service member death resulted from other than hostile forces, an aircraft mishap or criminal misconduct, additional information will be included. Refer MILPERSMAN 1770-140 for specific guidance.

d. Release of Names of Casualties

(1) Per MILPERSMAN 1770-150, public release of names, grade/rank, date of birth, command to which assigned and the home of record of military personnel who become casualties should be withheld until confirmation is received that the next of kin have been notified. Specific guidance on the release of information should be obtained from SECNAVINST 5720.44A, article 0808.

(2) During hostilities, only the Department of Defense is authorized to release information as it applies to listed as missing in action, captured, detained, interned, beleaguered or besieged.

(3) The local public affairs office should be contacted concerning the release of names of casualties who are not military members. This will need to be coordinated with the next of kin of the non-military members.

e. Additional Requirements/Information for CACOs. Provided below is additional information and/or requirements of CACOs and the pertinent reference. If a CACO is actively involved in a case, he/she should review the following for familiarization:

(1) MILPERSMAN 1770. MILPERSMAN 1770 provides an overview of and references to specific types of casualties, the required casualty reports and other related information.

(2) The Manual for Escorts of Deceased Naval Personnel, NAVPERS 15955F. This manual contains instructions for naval escorts for the remains of deceased personnel. It outlines the responsibilities of the escort in regard to their appearance as a representative of the Navy, the transportation and safe delivery of remains, their contact with the family of the deceased, the CACO and the funeral director. Refer MILPERSMAN 1770-210.

(3) Allotments in Cases of Missing Persons. Refer MILPERSMAN 1770-220.

(4) Transportation of Next of Kin to the Bedside of Seriously Ill or Injured Members. Funded round-trip transportation is

authorized for not more than two family members to visit a seriously ill or injured active duty member, hospitalized in or outside the United States. Such transportation is authorized when the attending physician/surgeon and the commander/head of the military medical facility exercising military control over the member determine in writing that the presence of family members is medically necessary for the health and welfare of the member concerned. For a listing of eligible travelers, refer MILPERSMAN 1770-230.

(5) Disposition of Mail and Personal Effects of Casualties. Refer MILPERSMAN 1770-200. NOTE: Per MILPERSMAN 1770-030, section "QUEBEC", ensure personal effects are shipped not later than two weeks after the death.

(6) Judge Advocate General Manual (JAGMAN) Reporting Requirements and Status Investigations Reports (SIRs). The member's command is responsible for ensuring the appropriate JAG 5800.7 investigating report is prepared in compliance with JAG 7800.7, chapter II. Status Investigation Reports (SIRs) are also required on all death investigations from all commands and reviewing authorities every 14 days. These reports will be sent by routine message to Navy Personnel Command (NAVPERSCOM) (Pers 62) with JAG (OJAG 35) and all intermediate commands and reviewing authorities as information addressees. Refer MILPERSMAN 1770-060.

6. Responsibilities

a. Commanding Officer/Officer-in-Charge (CO/OIC). Each MOMAU/MOMAD CO/OIC will appoint in writing a command member to serve as the Command Assistance Calls Officer (CACO). This member should receive CACO training, if at all possible, before assuming the responsibility of CACO. If the member assigned as the CACO has received training in the past, he/she should attend refresher training as soon as possible.

b. Casualty Assistance Calls Officer (CACO)

(1) The member appointed as CACO should display the necessary maturity and judgment, possess above average ability to handle extreme stress, have excellent "people" skills, and possess the patience and tact to resolve myriad time consuming situations. Due to the private and sensitive nature of the CACO duties, the member appointed as CACO should meet the following criteria:

- (a) An officer with at least two years active duty, or
- (b) A senior enlisted member in paygrade E-7 or above

(c) Members in paygrade E-6 may be assigned CACO duty when more senior enlisted members are not available.

(d) When possible, attempts should be made to appoint a CACO with the same general occupational background and Navy experience

as the casualty. CACO designation will depend on the personnel available, travel involved and many other factors.

(e) Not a Chaplain Corps officer or Recruiting personnel.

(2) The CACO should be familiar with and possess a strong working knowledge of references (a) through (c). Specifically, the CACO's primary responsibilities include the following:

(a) Make personal notification to the NOK of the casualty, provide circumstances of the incident as reported, and keep them informed of search efforts for the service member reported in a DUSTWUN or missing status.

(b) In the case of death, determine the funeral home chosen by the family and the cemetery name/location. Update the family daily on the location of their loved one's remains and the anticipated shipment date. (NOTE: The point of contact at the member's command listed in item BRAVO of the personnel casualty report is a key source of information.)

(c) Inquire as to the needs of the family and extend assistance. Advise the NOK to contact local Red Cross representatives to inform other military active duty relatives of casualty incident occurrence.

(d) Contact the Naval Personnel Command (NAVPERSCOM) (Pers 62) to arrange for payment of death gratuity in death cases.

(e) Contact the Navy-Marine Corps Relief Society, the American Red Cross, and other service organizations if immediate financial assistance is desired but cannot be immediately arranged by other means.

(f) Assist in the arrangement of funeral or memorial services and military funeral honors, if requested. Assist in providing a chaplain for pastoral care, if desired.

(g) Assist with transportation arrangements, including provision for dependents escort. See Joint Federal Travel Regulations (JFTR) U7550, when required.

(h) Assist in completing survivor benefits applications and in obtaining or photocopying documents necessary to substantiate survivor's claims.

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(i) Monitor shipment progress of household goods and personal effects and keep the NOK advised.

(j) Advise the Casualty Assistance Calls/Funeral Honors Support (CAC/FHS) Program Coordinator and/or NAVPERSCOM (Pers 62) of problems or family dissatisfaction. Pers-62 must apprise the Chief

of Naval Personnel of any potential or existing problems/NOK dissatisfaction in any DUSTWUN, deceased or missing casualty case. Assure the NOK that the CACO will be available to assist them on a continual basis, however, they should not hesitate to contact NAVPERSCOM representatives on the toll-free telephone number regarding any aspect of the Navy's casualty assistance with which they are not completely satisfied.

(3) Other Types of CACO Assignments

(a) Stand-by Status. In the case of members who are reported as death imminent, a CACO will be assigned on a stand-by basis. No contact will be made with the NOK until directed by NAVPERSCOM through the CAC/FHS Program Coordinator. Stand-by CACOs will keep their CO/OIC informed as to their whereabouts at all times to ensure the next of kin will receive immediate notification of the member's death should it occur.

(b) Courtesy CACO. A courtesy CACO may be assigned to assist the next of kin traveling to the bedside of a critically ill/injured member. One may be assigned to make a one-time personal visit to the NOK to notify them of the death of a deserter (only if they have not been made aware through other means.) When NOK travel to distant locations to attend the funeral or a memorial service, one may also be assigned to meet them upon arrival and to assist them in making lodging arrangements.

(4) Assigned CACOs should normally be available to the family for at least the next 90 days. In some cases, experienced personnel should accompany an inexperienced CACO on the initial visit and follow-up visits. For additional information, refer to reference (b), paragraph 3-2.

(5) Enclosure (1), CACO Point of Contact (POC) Information, includes telephone numbers for NAVPERSCOM (Pers 62) and Mr. George Burch, the regional CAC/FHS Program Coordinator. It is an excellent resource for CACOs.

c. COMOMAG Watchstanders. Though the CACO will be directly involved with the CACO case in the event that there is one, COMOMAG staff personnel and watchstanders, Staff Duty Officer (SDO) and the Assistant Staff Officer (ASDO), should be knowledgeable of and familiar with the CACP Program to take the required action should it become necessary. All watchstanders should be familiar with the CACP

to know what specific events or incidents will be classified as a personnel casualty and take action based on this knowledge. See enclosure (2) for specific guidance.

d. Staff Personnel. The overall success of the Casualty Assistance Calls Program is everyone's responsibility. Communication

within the chain of command, for military and civilian personnel, is vital:

(a) All command personnel should ensure the appropriate personnel proper in the member's chain of command are notified of incidents that may be classified as a personnel casualty, including but not limited to, the member's immediate supervisor, LCPO, department head, the Staff Duty Officer and the Command Master Chief. Someone in the member's chain of command should then notify the CACO.

(b) The Admin Officer must be informed since it may, depending on the type of casualty, involve obtaining the member's field service record. Additionally, PERSUPP Det Corpus Christi may need to be notified.

(c) If someone in the command experiences an incident and the chain of command is not sure what necessary action(s) should be taken, a good resource for advice or counsel is the Command Master Chief. Another resource is the Admin Officer.

e. Training. To ensure command personnel are generally aware of the requirements contained in the Casualty Assistance Calls Program (CACP), training should be held at least annually for all command personnel. For COMOMAG, contact the Training Coordinator (N01T) to schedule the command training.

7. Scope of the Program for Survivors of Navy Members. Per reference (b), chapter 1, the following information is provided:

a. Available Assistance. A broad range of services are available to the survivors, including aid in obtaining passports, visas, inoculations, government funded transportation, shipment of household goods, personal belongings, baggage and notification of change of address to various agencies from which benefits are expected. Fleet and Family Service Center (FFSC) should be consulted for requirements such as stress, financial counseling, employment assistance, communications skills, legal aid, "special needs" children, child care centers and many other personal and family problems. When NOK relocate, the CACO should ensure the CAC/FHS Program Coordinator of the area to which the NOK is relocating is notified so CACO assistance may be continued.

b. Rejection of CACO Assistance. Continuous assistance by the CACO may not be desired because of help or advice furnished by friends or attorneys. The Navy has no desire to intrude upon the family's

privacy when no further assistance is desired or required. In such cases the CACO should assure the NOK that no further contact will be made, but their services remain available upon request.

c. Organ Donor Program. A CACO is not required to solicit organ donations or explain the issue of cerebral death to the NOK. Should

the NOK ask to discuss these items, an appropriate medical officer should be contacted immediately and be asked to respond.

/s/
T. W. AUBERRY

Distribution:
COMOMAGINST 5216.1T
List I
List II (Case A, Case B (COMINELWARCOM only))
List III

CACO POINT OF CONTACT (POC) INFORMATION

The following information is provided as a resource for command Casualty Assistance Calls Officers (CACOs).

1. Navy Personnel Command (NAVPERSCOM) (Pers 62) has overall functional responsibility for the Casualty Assistance Calls Program

(CACP). If a CACO needs assistance or has questions, Pers 62 is available for assistance. Their telephone numbers are:

DSN	882-2501
Toll-free within the U.S.	1-800-368-3202
Commercial	(901) 874-2501
DSN FAX	882-6654

2. Casualty Assistance Calls/Funeral Honors Support (CAC/FHS) Program Coordinator. Each MOMAU/MOMAD and NR MOMAU CACO should have current telephone numbers for the Casualty Assistance Calls/Funeral Honors Support (CAC/FHS) Program Coordinator for his/her command. In the event of an actual casualty, the respective CAC/FHS Program Coordinator will be instrumental to the success of the command's Casualty Assistance Calls Program. To determine which CAC/FHS Program Coordinator each site falls under, refer to Appendix A-4 of reference (b).

3. COMOMAG CAC/FHS Program Coordinator. COMOMAG falls under the CAC/FHS Program Coordinator for the Mid-West region. (The Mid-West region includes the states of Louisiana, Arkansas, Oklahoma, Texas, Kansas, Missouri, Iowa, Illinois, Minnesota and Wisconsin.) The CAC/FHS Program Coordinator for COMOMAG is Mr. George Burch, Naval Reserve Forces Command (NAVRESFORCOM), New Orleans, LA. His telephone numbers are:

DSN	678-0189
DSN FAX	678-1975
Commercial	(504) 678-0189
Mr. Burch's e-mail address	burch@cnrf.navy.mil

After-hours duty office or in case of an emergency:

DSN	678-5313/5314
Commercial	(504) 678-5313/5314

Encl (1)
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PROCEDURES FOR COMOMAG WATCHSTANDERS

When the Staff Duty Officer (SDO) or the Assistant Staff Duty Officer (ASDO) become aware of a personnel casualty, the following procedures will be adhered to:

1. Document the name and phone number of the person reporting the casualty and the pertinent required information below:

a. Name of the casualty: Grade/rate, full name, branch of service, command assigned, social security number (and designator if an officer)

b. Type of casualty, e.g., drowning, auto accident, heart attack, suicide attempt, death

c. Date, time (local), place, circumstances and cause of the casualty. Obtain as much information as possible.

d. Location of the casualty and/or disposition of the remains

2. The ASDO will inform the SDO, if the ASDO receives the initial notification. The SDO will in notify the Commander, Chief Staff Officer, Command Master Chief and the Casualty Assistance Calls Officer.

3. Make appropriate log book entries.

4. Obtain the caller's name, telephone number, command (if any) and name of the future point of contact for additional information. Annotate the time of the telephone call. Ensure this information is entered in the quarterdeck log book.

NOTE: This information is highly sensitive and private and should be discussed with only those persons who have a valid need to know in the performance of their official duties.

Encl (2)